

February 10, 2006

Dear Health-Care Professional:

You recently received an invitation to prebook Fluzone®, Influenza Virus Vaccine on Tuesday, January 31 for the 2006-07 influenza season. I am writing to express my sincere regrets for the long hold times, connection difficulties, and any other frustrations you may have experienced in attempting to reach us.

Anticipating a surge in telephone calls and traffic to our e-commerce site, we doubled the capacity of our telephone lines and online ordering systems. Despite this increase in capacity, we were unable to accommodate the overwhelming response we experienced throughout the day – more than 400,000* telephone attempts within the first hour of prebooking, and a 500% surge over the daily average of visits to our e-commerce site.

I am aware that many health-care professionals were unable to speak with a representative or place their requests due to this unprecedented increase in calls and Internet traffic. Unfortunately, we could not have augmented our staff and systems sufficiently to accommodate the immense volume experienced in one day.

Sanofi pasteur is a consistent and reliable supplier of influenza vaccine. In addition, we are dedicated to providing broad access to all customer segments with the aim of raising immunization rates and improving access to vaccine.

Unfortunately, we do not currently have the capacity to meet the entire nation's demand for inactivated influenza vaccine, and we have already committed all Fluzone vaccine doses planned for production for the next season. At this time, Fluzone No Preservative, Pediatric Dose vaccine is the only formulation we are still prebooking.

Based on public statements made by other influenza vaccine manufacturers, we anticipate that total market supply will be adequate to meet the nation's needs for the 2006-2007 season, and we encourage health-care professionals who could not prebook with sanofi pasteur to contact vaccine distributors about securing influenza vaccine from one of the other manufacturers.

To help address the longer-term needs of the country, sanofi pasteur has committed \$150 million to construct a new manufacturing facility that will double our capacity to produce influenza vaccine for both routine influenza immunization and in case of an influenza pandemic. We broke ground on this new facility in July 2005 and expect it to come online for the 2008-2009 influenza season.

Once again, I offer my deepest apologies for any inconvenience you may have experienced, and I thank you for your continued interest in sanofi pasteur vaccines.

Sincerely,

A handwritten signature in dark ink, appearing to read "Damian Braga", with a stylized flourish at the end.

Damian Braga
President
sanofi pasteur US

*Source: AT&T

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